Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

PRV – Enrollment Individualized Services Information System (ISIS) Help Desk

Purpose:
The purpose of this procedure is to provide ISIS support

Identification of Roles:
Provider Enrollment ISIS team

Performance Standards:
a. Maintain a service level of 80 percent for incoming calls that is calculated with this equation: SL-((T-(A+B)/*100) Where T=all calls that enter the queue A=calls that are answered after 30 seconds B=calls that are abandoned after 30 seconds.
b. Respond with a complete response to 90 percent of e-mail requests within one business day of receipt. Provide complete responses to 100 percent of inquiries within three business days.

Path of Business Procedure:

Step 1: E-mailed Quality Assurance (QA) Change Request/Policy questions
a. Receive e-mail in ISIS help desk mail box
b. If e-mail is regarding QA (Change) request move to step 2
c. If email is regarding a password reset, complete the request in ISIS and import the reply email that the request has been completed into OnBase (step 2).

Step 2: Quality Assurance (change) Request Import
a. Open e-mail - from the ISIS inbox
b. Save message as file type: Outlook Message Format, and save email in a designated folder. The file type will need to be changed every time you save an email.
c. Once all of the emails are saved, login to OnBase, click 'File' and select 'Import'
d. The window 'Import Document' will open, click 'Browse' next the 'File Path' field.
e. Open the designated folder where the emails are saved, and double click the first email.
f. Select the 'Delete File After Import' box
g. Click the drop-down in the 'Document Type Group' field and select 'Provider Services'
h. Click the drop-down in the 'Document Type' field and select 'Provider ISIS E-mail'
i. Enter the current date in the 'Date Received' field
j. Enter "ISIS Email" in the 'Document Description' field

k. Click 'Import'
l. Complete steps C through K until every saved email has been imported into OnBase

Step 3: Retrieving ISIS Emails from OnBase to Work
a. In OnBase, click 'User' and select 'Workflow'
b. Double click 'PRV06 – ISIS E-mails'
c. The ISIS emails that need to be worked are located under 'ISIS E-mail Logging' (after importing, it will take several minutes for the e-mails to appear here).
d. Double click 'Give Me Work' under 'Tasks' to move each individual email to 'My Desk' to be worked.

Step 4: Keywording an ISIS Email in OnBase
a. Click 'My Desk' and under 'Document Name' click on the first email. The email should open in a new window.
b. Double click 'Enter Keyword' under 'Tasks'. Enter the State ID from the QA form and the case worker's name. Click 'Submit'.
c. If email is regarding a password reset, or security request double click on the user task "Security Request" the document will move to the security workflow. Move to PRV Enrollment Individualized Services Information system (ISIS) Help Desk Security Request.

Step 5: Quality Assurance (change) Request
a. Open email attachment – QA (Change) requests have form (470-3923) attached to email – See enrollment ISIS Help Desk guide on the PRV_Share drive.
b. If form is not attached, please see enrollment ISIS Help Desk guide for instructions – Not all requests require a QA form.
c. If email contains a completed QA form, move to step 7

Step 6: Policy/ISIS Support Question (Email)
a. Respond to email using the ISIS user guide found on the Provider Services Data Share Drive if the question is related to ISIS screens.
b. Respond to email using the Waiver Services, Home Community Based Services (HCBS) Habilitation Services manuals found on the Provider Services Data Share Drive if the question is related to HCBS policy.
c. Answers not found in writing (Waiver Manual) please forward to the enrollment supervisor.

    d. If able to respond to e-mail, reply to sender and attach response to email in OnBase before completing (step 8).

    e. If unable to respond, move to 'My Desk Hold' (step 9).

Step 7: Request for Medicaid Services Data Changes and Verifications (QA – Change Form)

    a. Login to ISIS – see detailed instructions on the Provider Services Data Share Drive.

    b. Open the Provider Services Data Share Drive (ISIS Help Desk – ISIS QA guide).

    c. Follow the steps to verify and process the QA Change Request.

    d. If QA Change Request can be completed, move to step 8.

    e. If QA Change Request cannot be completed, move to step 9.

Step 8: Completing QA Change Request form

    a. Verify ISIS changes are completed as requested on QA form.

    b. E-mail sender – Request has been completed.

    c. Open sent e-mail response, click 'File', select 'Print'.

    d. Select the 'Hyland Software Virtual Printer', click 'Print'.

    e. Click the drop-down in the 'Document Type Group' field and select 'Provider Services'.

    f. Click the drop-down in the 'Document Type' field and select 'Provider ISIS E-mail Response'.

    g. Under 'Keywords' in the 'Date Received' field, enter the current date.

    h. In the 'xRef DCN' field, enter the Document number, which is listed next to the e-mail in the 'Document Name' box.

    i. Click 'Import'

    j. Double click 'Completed' under the task bar (email will move to the 'Completed' folder.

Step 9: Unable to Complete – My Desk Hold

    a. If unable to answer a question, or it relates to a technical ISIS issue that needs to be reported, forward email to appropriate person and attach that forward to the original email in OnBase (step 8, c-i).

    b. Respond to sender that this issue will take additional research, and you will respond as soon as you have an answer. Attach this response to the original email in OnBase (step 8, c-i).

    c. Double click 'Send to My Desk Hold' under 'Tasks'.

    d. Once you have the answer, go to the 'My Desk Hold' queue and attach the answer you received (step 8, c-i).

    e. Double click 'Ready to Work' under 'Tasks'.

f. The e-mail will then be moved to the 'My Desk' queue, and you can respond to the sender and complete (section 8).

Forms/Reports:
Request for Medicaid Services Data Changes and Verifications (470-3923)
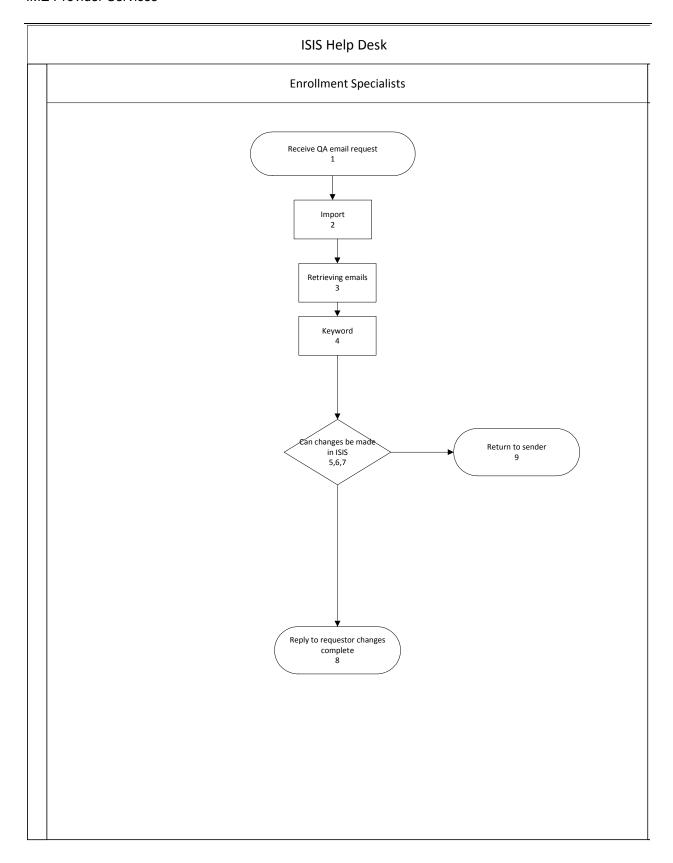Request for ISIS Changes (470-3924)

RFP References:
6.4.7.3

Interfaces:
ISIS
Medicaid Management Information System (MMIS)

Attachments:

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

ISIS Help Desk

Enrollment Specialists

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            Receive QA email request
                       1

                    Import
                       2

                Retrieving emails
                       3

                    Keyword
                       4

            Can changes be made          Return to sender
                  in ISIS        ────►          9
                  5,6,7

            Reply to requestor changes
                   complete
                       8
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